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FIG. 1

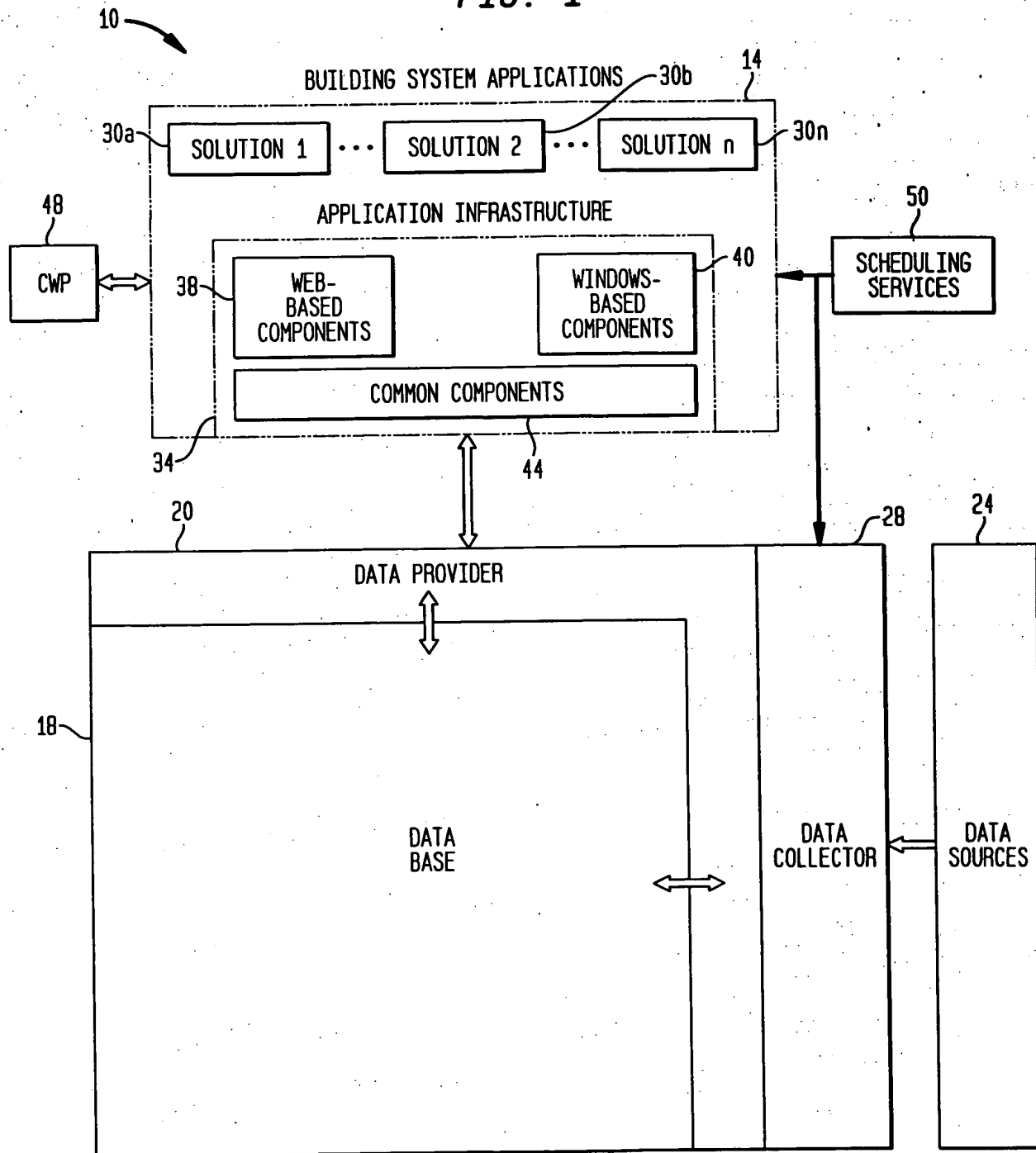


FIG. 2A

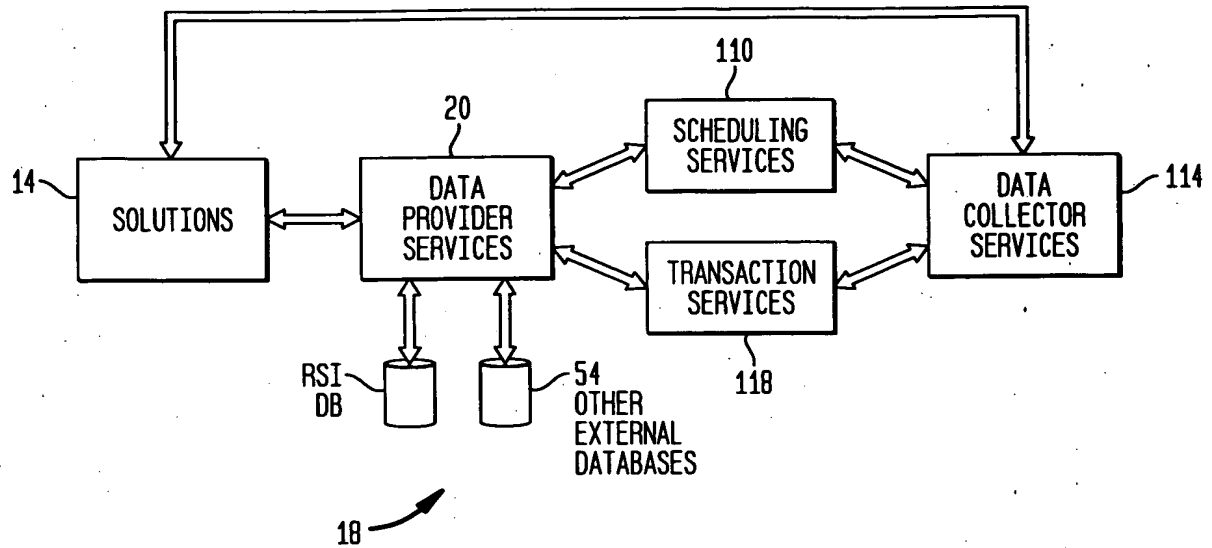


FIG. 2B

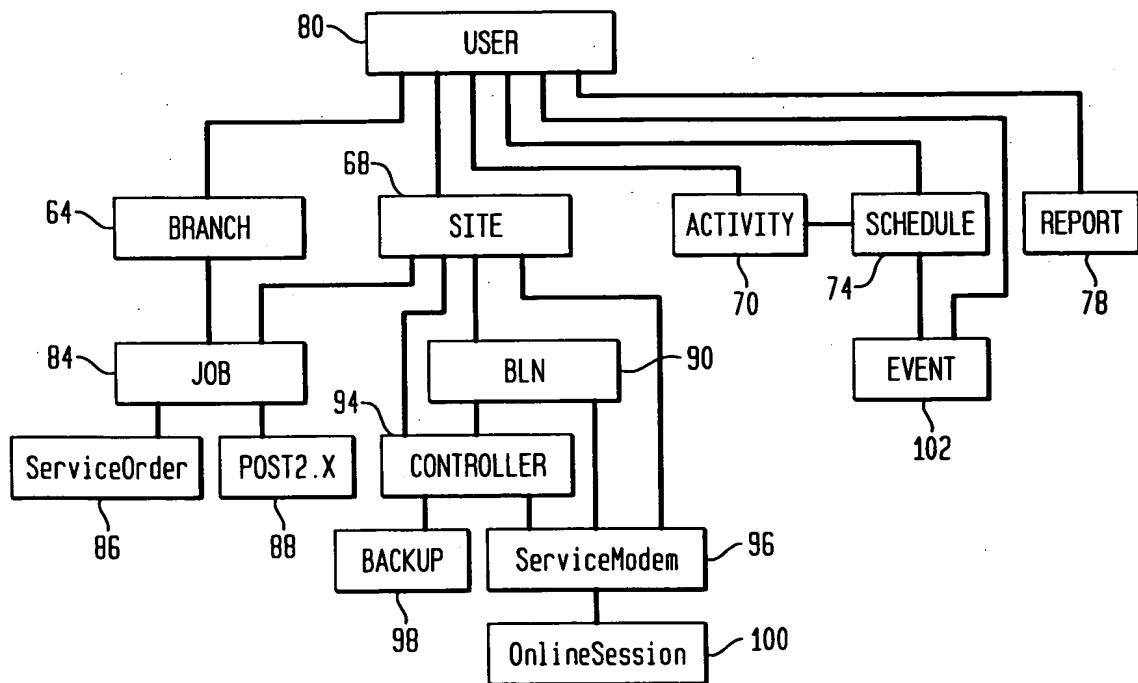


FIG. 3

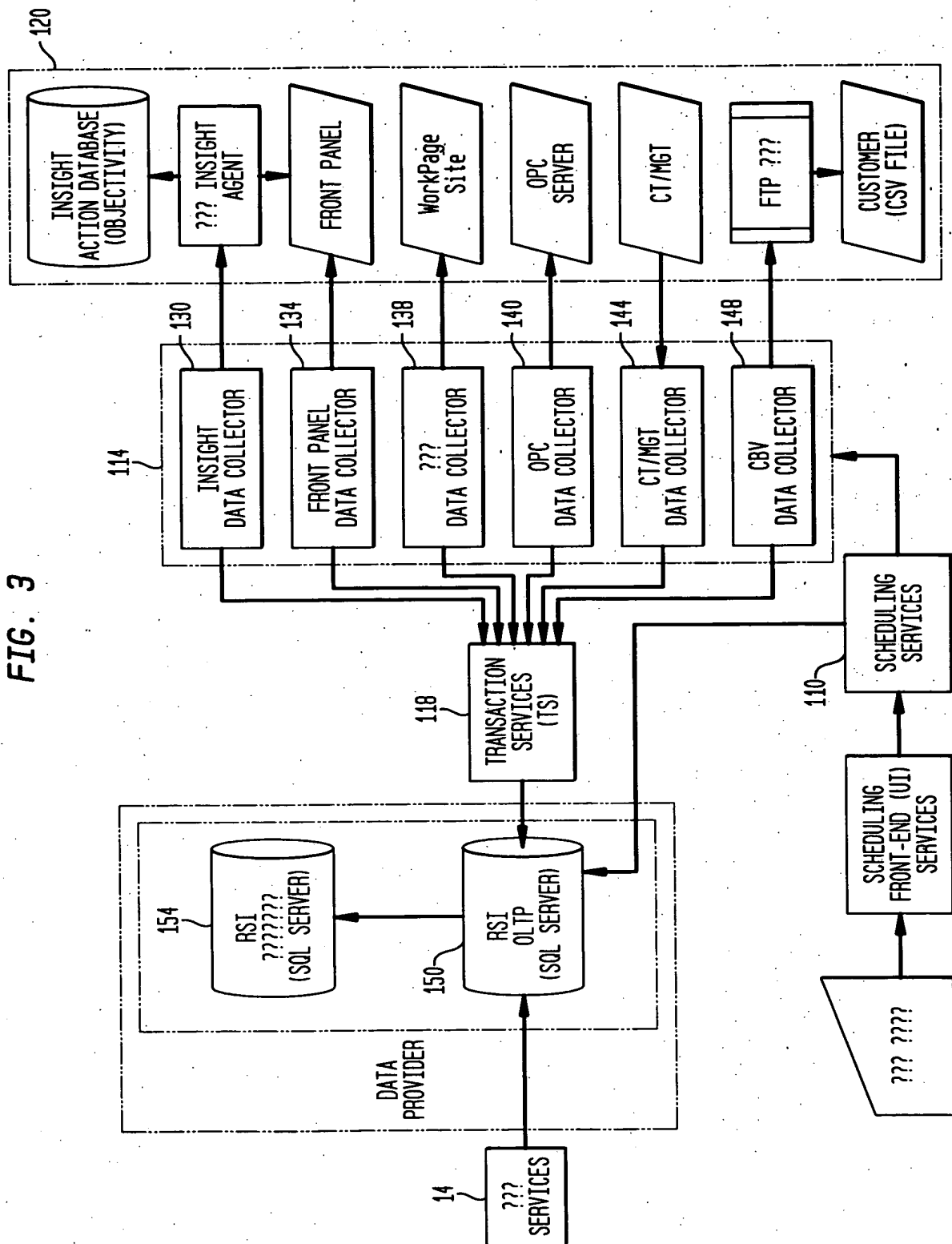


FIG. 4

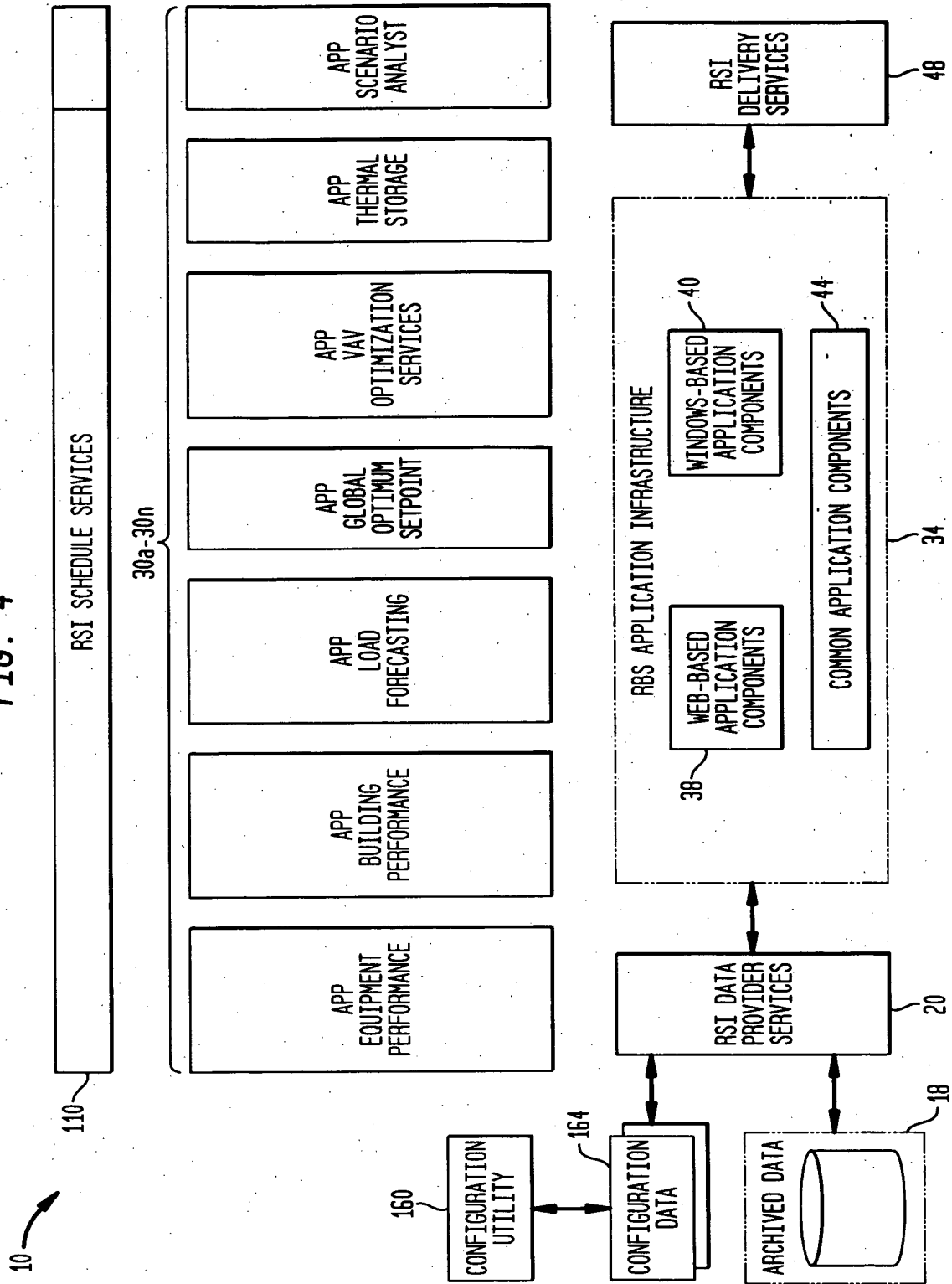


FIG. 5

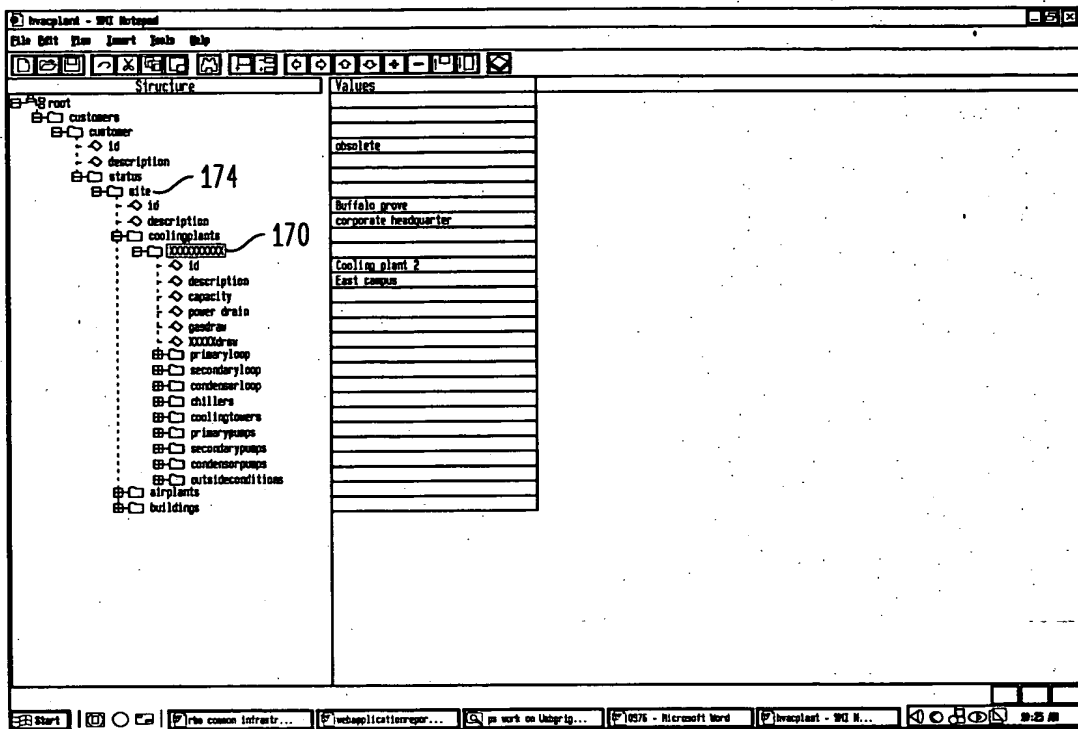
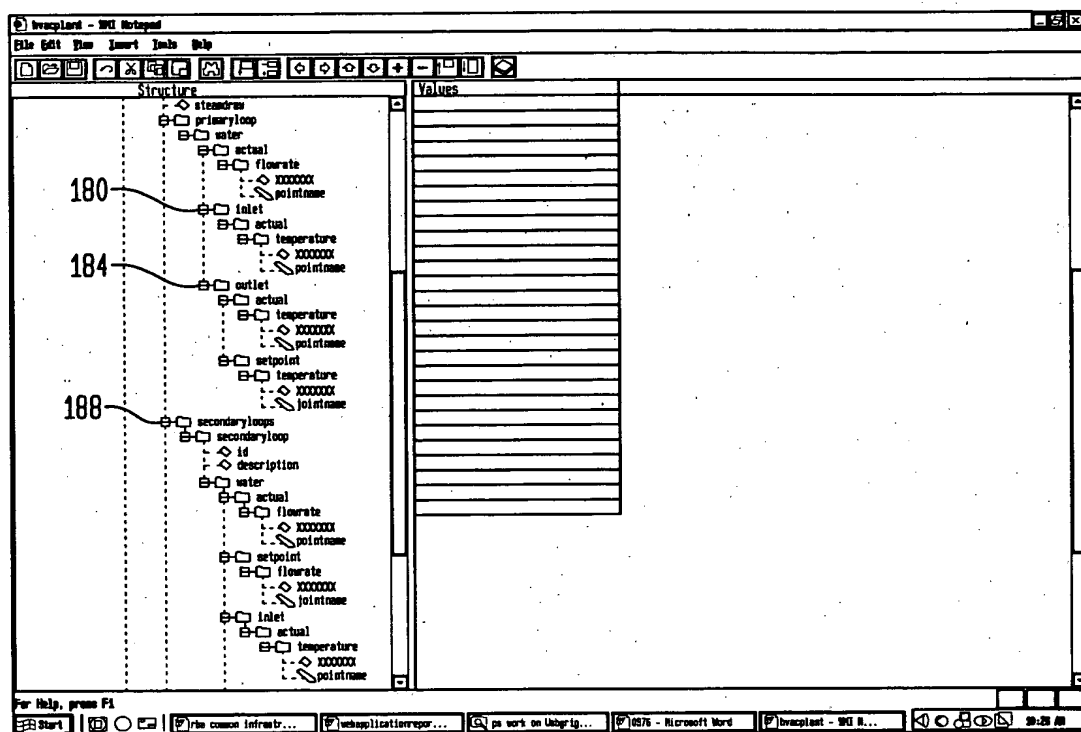
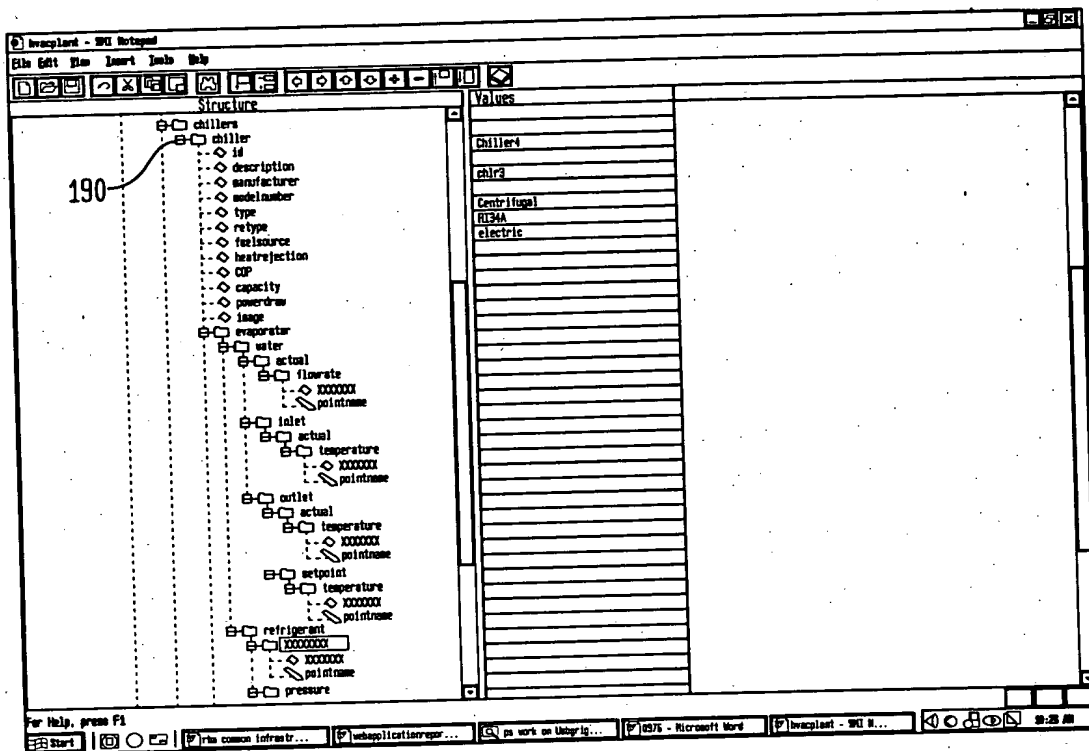


FIG. 6



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FIG. 7



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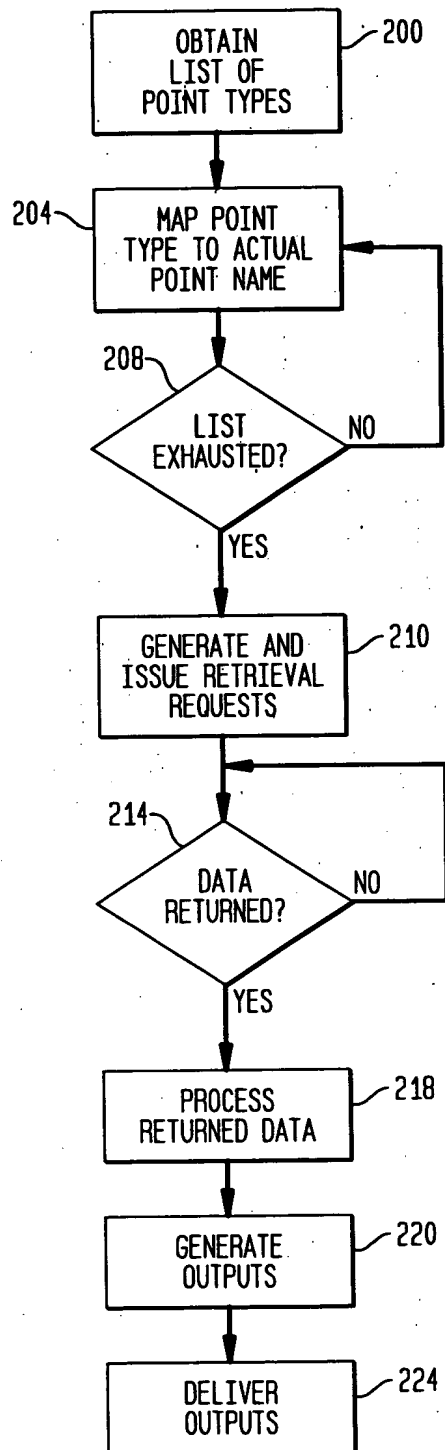
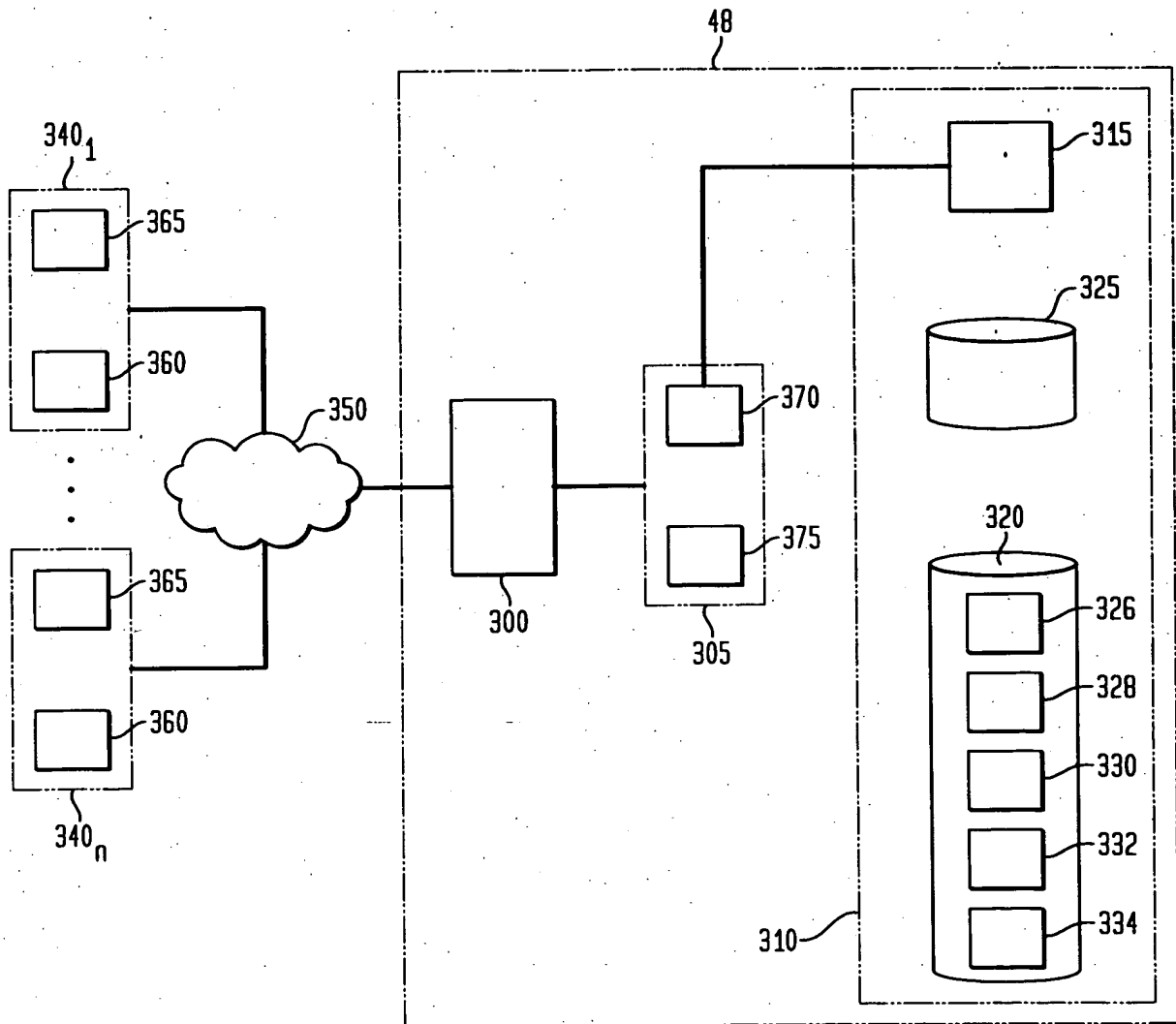
FIG. 8

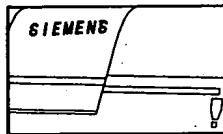
FIG. 9



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FIG. 10

400



site360

→ Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts 435
 Equipment 440
 Sites
 Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
 Home | >Service Central >Service Activity

430

Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open

▶ 13

▶ 150

Closed

Call Type

Preventive

▶ 145

Corrective

▶ 17

System

Fire

▶ 18

HVAC

▶ 56

Mechanical

▶ 54

Security

▶ 35

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site	Call Status		Call Type		Type	Number
	Open	Closed	Preventive	Corrective		
▶ SZ COLLEGE PARK (B320013)	▶ 1	▶ 0	▶ 0	▶ 1	▶ 1 HVAC	▶ 1
▶ SZ COLLEGE PARK (B320013)	▶ 0	▶ 3	▶ 3	▶ 3	▶ 0 Mechanical	▶ 3
▶ SZ EAST LIBRARY (B408013)	▶ 0	▶ 1	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1
▶ SZ EAST POINT (B425013)	▶ 2	▶ 0	▶ 0	▶ 0	▶ 2 HVAC	▶ 2
▶ SZ EAST POINT (B425013)	▶ 0	▶ 1	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1

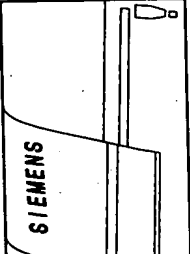
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

Export to: .xls .doc ASCII

404

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FIG. 11



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500

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Search for... go >

Request Service

Service Central Fileshare Administration Log Out

Home | >... >... >Open Calls

Request Service

Open Calls

Below is an overview of all service activities with an 'open' status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	▶ 030321-0852	510	Open	SZ MULTIPURPOSE (8251013)	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	▶ 030307-3329		Open	SZ COLLEGE PARK (8320013)	PH	Preventive	Mechanical	200304780
4/18/03	▶ 030416-0594		Open	SZ TOM LOWE (8229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	▶ 030416-0589		Open	SZ TOM LOWE (8229013)	PH **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	▶ 030416-0551		Open	SZ SOUTHWEST (8440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232
▶ 1-5	▶ 6-10	▶ 11-15						

→ Service Activity

→ Open Calls

→ Closed Calls

→ Custom Reports

→ TSP Contracts

→ Equipment

→ Sites

→ Request Service

→ Display Filter Criteria

→ Export to: .xls .doc ASCII

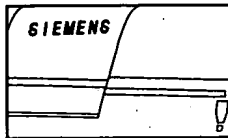


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FIG. 12

600



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- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
Home | > > > Open Calls > Service Order

Request Service

Service Order



Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (B251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log ↘ Appointments ↘
Equipment 610 620 630

The table below lists equipment that was serviced on the selected order number.

No Data Available.

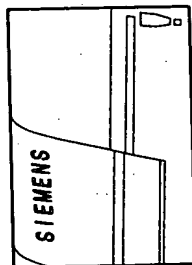
Call Log

The table below lists all activities logged to the selected service order number.

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FIG. 13

700



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go >

Search for ...

Service Central Fileshare Administration Log Out

Home | > > > > Open Calls > Service Order

Request Service

→ Service Activity
 → Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	Demonstration Customer
PO Number	200303974	Customer Name	
Site	SZ MULTIPURPOSE (8251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Contl
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

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FIG. 14

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >... >... >Closed Calls

Request Service

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→ Service Activity
 Open Calls
 → Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

→ Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
1-5 of 178	4/15/03	030307-3331	Complete	SZ EAST POINT (0425013)	PH	Preventive	Mechanical	200305028
4/15/03	030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire		
4/10/03	030307-3327	Complete	SZ FAIRBURN (0323013)	PH	Preventive	Mechanical		
4/10/03	030410-0128	Complete	SZ MULTIPURPOSE (0323013)	CHANGE THE BELTS	Preventive	Mechanical		
4/9/03	030307-3325	Complete	SZ SOUTHWEST (0440013)	PH	Preventive	Mechanical	200304882	
1-5	6-10	11-15	16-20	21-25	26-30	next →		

→ Display Equipment / Contract No.

FIG. 15 900






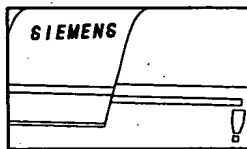
		SIEMENS				site360 Home site360 Ordering Help Contact Us Sitemap			
		Search for... <input type="text"/> go >				Service Fileshare Administration Log Out Home >... >... >... >Selected Services			
→ Service Activity → Open Calls → Closed Calls → Custom Reports → Selected Services → TSP Contracts → Equipment → Sites → Request Service		→ Display Filter Criteria →							
<p>Selected Services</p> <p>The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.</p>									
Item 1-5 of 15 Export to:  .xls  .doc  .ascx									
Open Date ▼	Order No.	Status	Status	Description	Call Type	System	PO No.		
5/1/03	▶ 030409-0305	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC			
5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC			
5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP		
5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP		
4/15/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP		
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →		→ Display Equipment / Contract No.	

FIG. 16

1000



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Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

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Help Contact Us

Search for... go >

Service Central Fileshare Administration Log Out
Home | >-- >Request Service

Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

*Indicates required field.

Request Type * Request for service

Priority * Next Business Day

Select Site *

OR Enter Site

Load Site Equipment

Select Equipment *

OR Enter Equipment *

Location *

Description *

PO No.

Last Name Wallace

First Name Michael


E-mail * michael.wallace@siemens.com

Phone 847-215-1000

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FIG. 17

1100



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Search for... go >

Service Central Fileshare Administration Log Out

Home > Service Central > TSP Contracts

Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary
The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status	System
Active	Fire
Expiring	HVAC
Cancelled	Mechanical
Expired	

1102

Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

Detail
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6 1124 1126 1128 1130 1134

Site	Active	Expiring	Cancelled	Expired	Type	Number
UPS 35 Glenlake Automation	1	0	0	0	HVAC	1
UPS 35 Glenlake Fire	0	0	0	0	HVAC	1
UPS 35 Glenlake Mechanical	1	0	0	0	Mechanical	1
UPS 55 Glenlake Automation	1	0	0	0	HVAC	1
UPS 55 Glenlake FIRE	1	0	0	0	Fire	1

1122


Contract Date

Site 360

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FIG. 18

1200



Search for...

Service Central Fileshare Administration Log Out
Home | >Service Central >TSP Contracts >Active Contracts

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Request Service

Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

Active Contracts

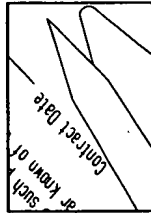
Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Items 1-3 of 3

Contract No.	Site	Description	Status	Effective Date	Renewal Date	System
MS-6599	UPS 35 Glenlake Mechanical	TIME & MATERIAL	Active	1/1/03	12/31/03	Mechanical
PB-1394	Multiple Sites	FULL COMPREHENSIVE	Active	1/1/03	12/31/03	HVAC
PC-1512	UPS 35 Glenlake FIRE		Active	8/1/02	7/31/03	Fire

→ Display Filter Criteria

Export to:



site360

FIG. 19

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract Request Service



Individual Contract

The Individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.
Status	Expired	
Effective Date	2/1/02	SST Branch
Renewal Date	1/31/03	Secondary Contract
Time to Renewal	-21 Days	Coverage Type
Service Technician/Account Engineer	Chris Howell	System
		LABOR ONLY
		HVAC

Description

LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

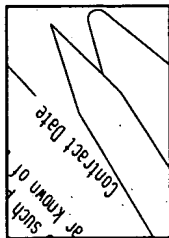
Detail 1330 1340

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	Site	Equipment
1350	UPS 35 61enlake Fire	1360
		1370
		1380





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Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Contracts
- Equipment
- Sites

Request Service

FIG. 20

1400

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site: 1402 go >

Item 1-5 of 35	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35SL01	HVAC
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35SL02	HVAC
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS35SL03	HVAC
UPS 6lenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPSFL	HVAC
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55SL01	HVAC


▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

1404

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

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FIG. 21




1500

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >--- >Individual Equipment

 Request Service

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment **CLIENT WORKSTATION** Asset ID **UPS35SL03**

Site **UPS 35 Glenlake Automation** Warranty Expiration **1520**

Equipment Quantity **1** Contract No. **PG-1394**

Equipment Location **INSTANT 03** System **HVAC**

Service Activity
Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.




Item 1-1 of 1
Open Date **1/7/03** Description **FULL COMPREHENSIVE**

Export to:  .xls  .doc  ASC II

Call Type **preventive** Order No. **021215-0835** PO No. **1540**

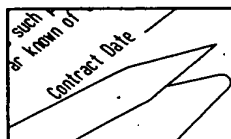
Closed Calls
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment:

Item 1-2 of 2
Open Date **7/3/02** Description **FULL COMPREHENSIVE**

Export to:  .xls  .doc  ASC II

Call Type **preventive** Order No. **020625-0966** PO No. **1560**

FIG. 22



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Service Activity
 → TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports
 Equipment
 Sites
 Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
 | Home | >Service Central >Equipment >Individual Contract

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PS-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	Sytems	HVAC
Service Technician/ Account Engineer	M. Kevin Mote		
Description	FULL COMPREHENSIVE		

1630 Service Activity
 Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

1650 Detail
 Clicking an existing service contract displays the contract in its entirety.

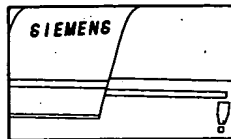
1660 Sites & Equipment
 The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3	.xls	.doc	ASCII	Item 1-3 of 3
Site				Equipment
▶ UPS 35 Glenlake Automation				
▶ UPS 55 Glenlake Automation				
▶ UPS 55 Glenlake Automation				CLIENT WORKSTATION REV*

1670

23/30

FIG. 23


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- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

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 Search for... go

 Service Central Fileshare Administration Log Out
 | Home | >Service Central >Equipment >-- >Service Order

Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation		1720
Status	Closed	System	HVAC
Call Type	Preventive	Open Date	7/3/02
Request Type	generated	Closed Date	7/5/02
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

 go to [Equipment](#) [Call Log](#) [Appointments](#)
 Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Equipment Name	Equipment Quantity	Location	Asset ID
►		1 CABINET 11	UPS35GL01
►		1 CABINET 12	UPS35GL02
► CLIENT WORKSTATION REV"		1 INSIGHT 03	UPS35GL03

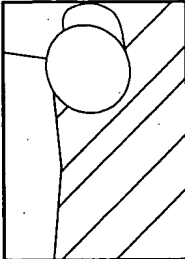

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FIG. 24

1800

Search for ... go >

Service Central | Fileshare Administration Log Out

| Home | >Service Central >Sites

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Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Site

Primary

▶ SZ COLLEGE PARK (8320013) ~ 1810

▶ SZ EAST LIBRARY (8408013)

▶ SZ EAST POINT (8425013)

▶ SZ ELECTION WSE (8804013)

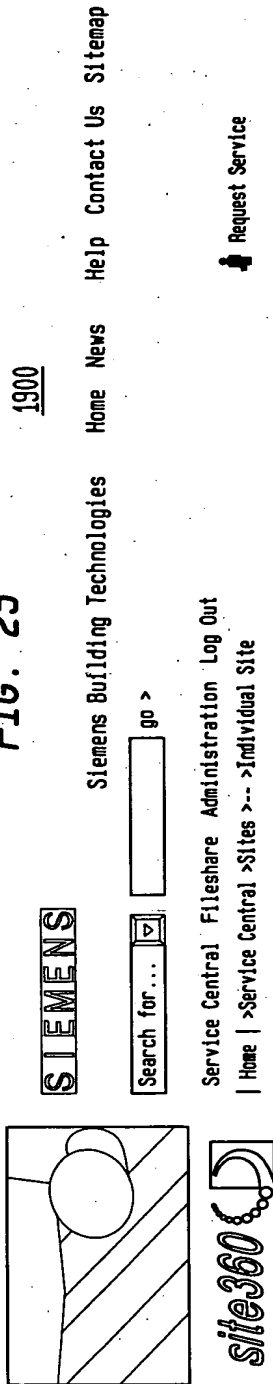
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

→ Display Filter Criteria →

Export to: .xls .doc ASCII



FIG. 25



Service Activity
TSP Contracts
Equipment
→ Sites
Request Service

Individual Site

The Individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (B320013)	Call Type	1930
			Preventive	▶ 3 — 1965
			Corrective	▶ 1 — 1970
1920	Call Status		System	1940
	Open	▶ 1 — 1950	HVAC	▶ 1 — 1975
	Closed	▶ 3 — 1960	Mechanical	▶ 3 — 1980

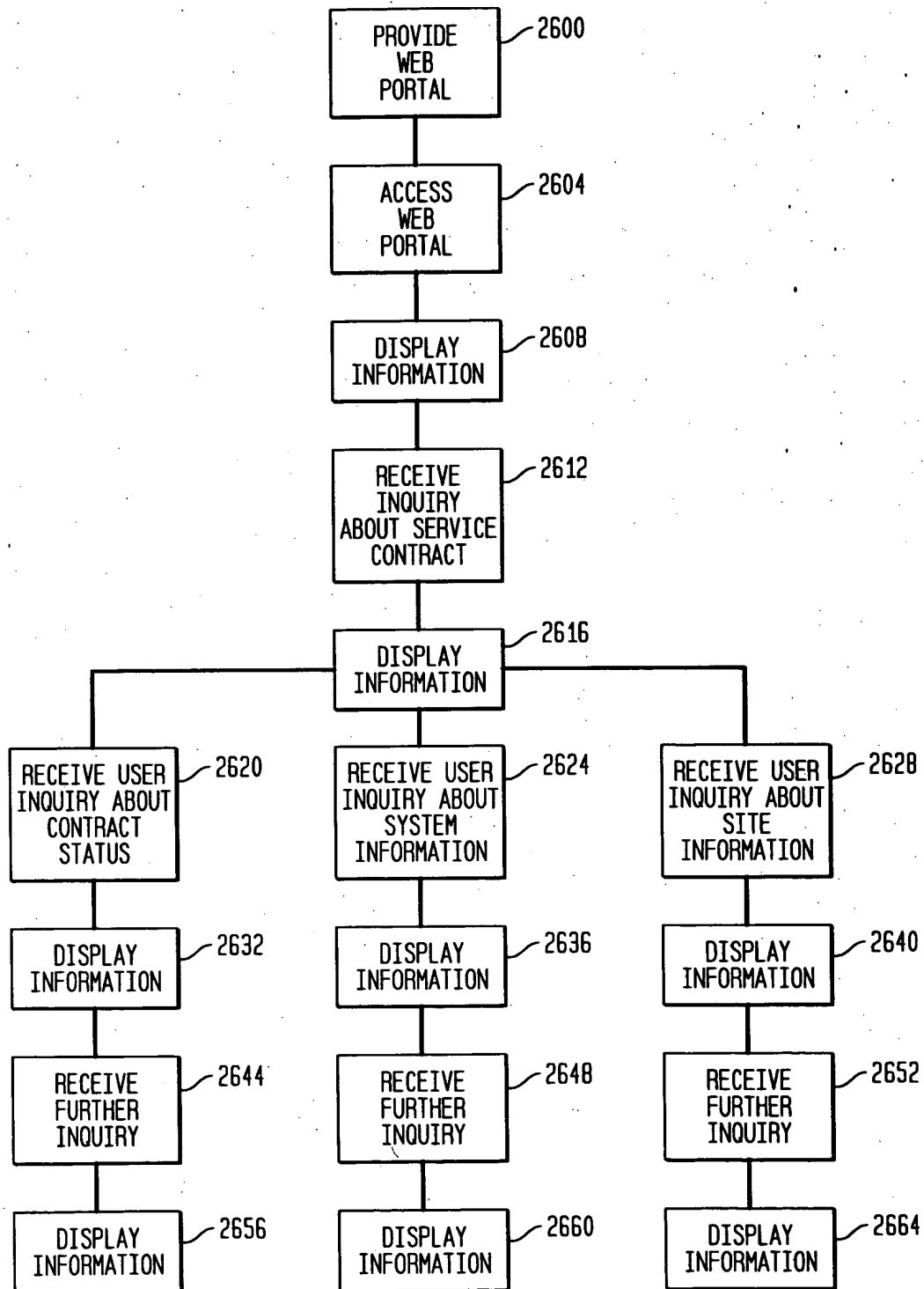
Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985	Order No.	PO No.	Description	Export to:	Call Status	Call Type	Open Date	System
1990	▶ 021001-0210	PC-02SCB7314	ANNUAL CHILLER PM	.xls	Closed	Preventive	10/7/02	Mechanical
	▶ 021009-0275	PC02SCB7314	INSTALL 2 CHECK VALVES & CLEAN	.doc	Closed	Preventive	10/15/02	Mechanical
	▶ 021016-0658	PC-02SCB7314	PM REPAIRS	ASCII	Closed	Preventive	10/7/02	Mechanical
	▶ 030206-0002		this is a test for the call t*		Open	Corrective	2/6/03	HVAC

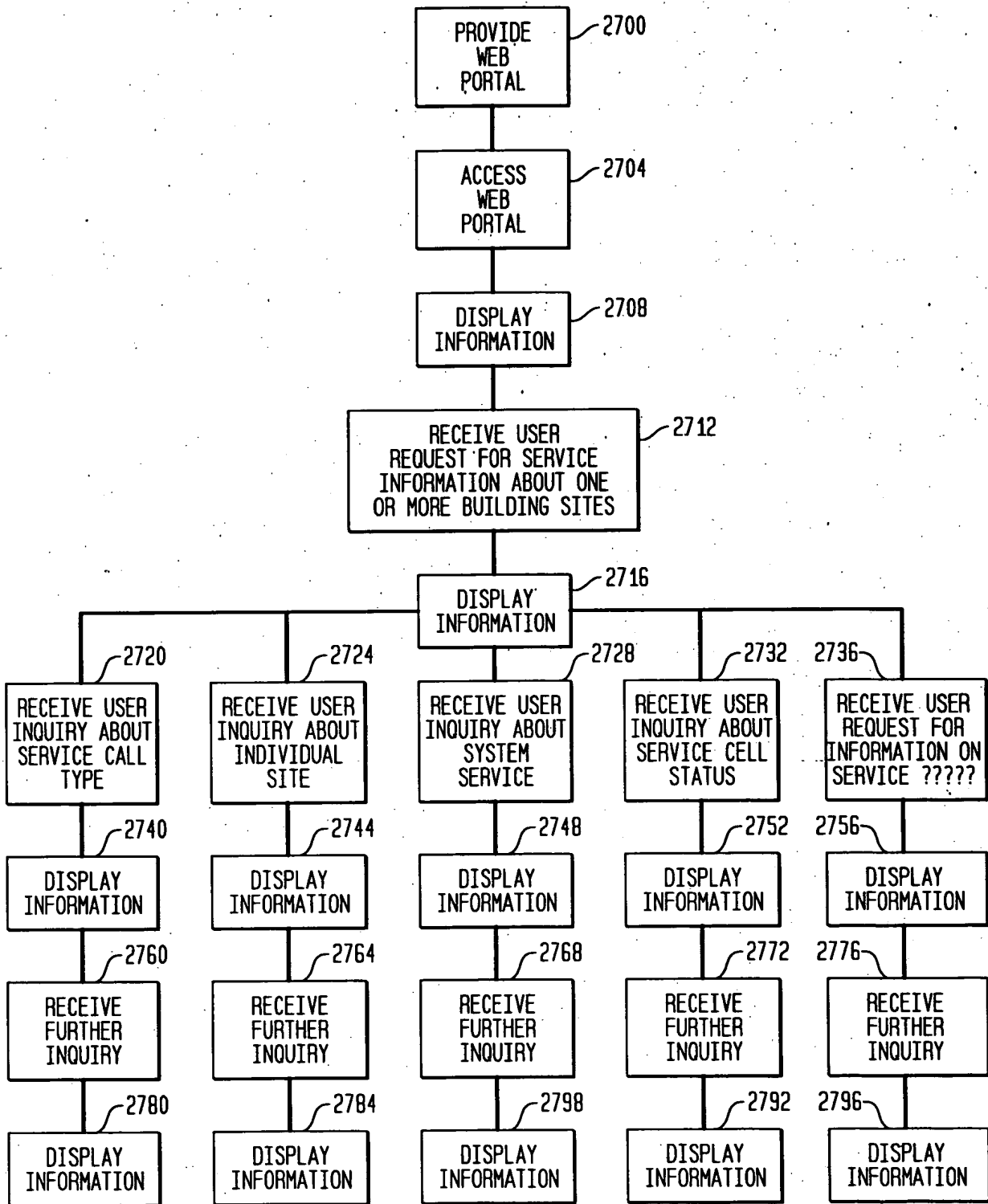
26/30

FIG. 26



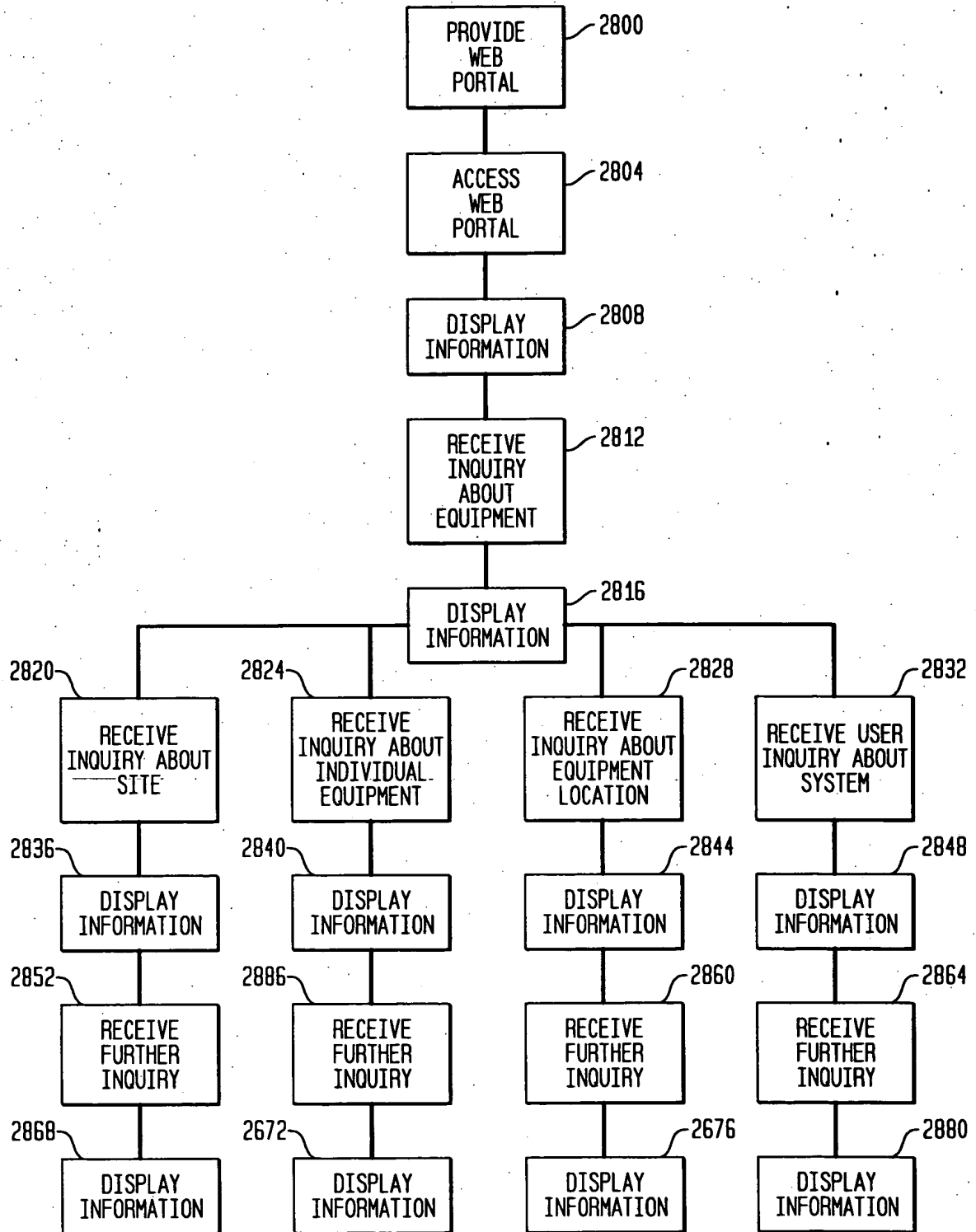
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FIG. 27



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FIG. 28



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FIG. 29

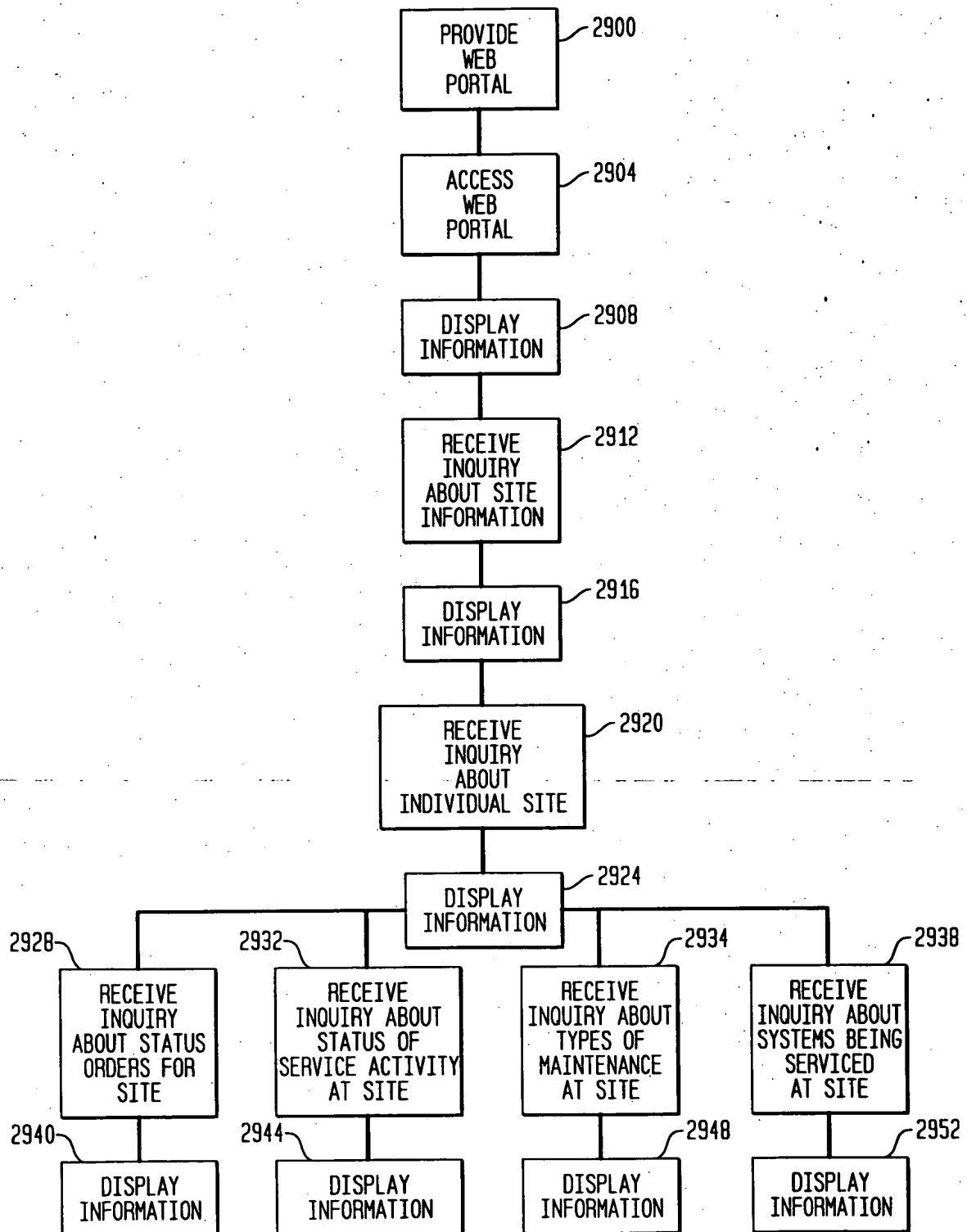


FIG. 30

